

1   **Claims**

2  
3   What is Claimed is:-  
4

5   1)   A method of training a user of a self-service kiosk, the  
6       method comprising the steps of:

7  
8       providing a self-service kiosk for providing a service  
9       to a user;

10  
11       on or adjacent to the self-service kiosk, providing the  
12       address of an online training facility; and

13  
14       providing at said address an online training facility  
15       instructing the user in the use of said self-service  
16       kiosk.  
17

18   2)   The method of training a user of Claim 1 wherein said  
19       service to a user requires said user to enter  
20       information or make selections relating to the service  
21       provided.  
22

23   3)   The method of training a user of Claim 2 wherein said  
24       information is provided by said user entering  
25       information in a predetermined format in one or more  
26       fields.  
27

28   4)   The method of training a user of Claim 2 wherein said  
29       information is provided or selections are made by said  
30       user selecting from one or more options as provided by  
31       the trainer facility.

1  
2 5) The method of training a user of Claim 1 wherein said  
3 address of the online training facility is provided in  
4 the form of a removable printed document.  
5

6 6) The method of training a user of Claim 5 wherein said  
7 removable printed document is a business card.  
8

9 7) The method of training a user of Claim 5 wherein said  
10 removable printed document is printed when required by  
11 said self-service kiosk.  
12

13 8) The method of training a user of Claim 2 wherein the  
14 online trainer facility instructs a user by the steps  
15 of:  
16

17 providing an introduction that outlines the procedure to  
18 be followed in order to complete said trainer;  
19

20 simulating the service to the user provided by said  
21 self-service kiosk; and  
22

23 providing a guide to entering said information relating  
24 to said service to the user provided by said self-  
25 service kiosk.  
26

27 9) The method of training a user of Claim 8 wherein the  
28 guide to entering said information comprises a pointer  
29 and a prompt that informs the user as to the correct  
30 format and procedure for entering said information.  
31

- 1 10) The method of training a user of Claim 8 wherein an  
2 error message is provided if incorrect information is  
3 entered by said user into the simulation.  
4
- 5 11) The method of training a user of Claim 8 further  
6 comprising the step of allowing the user, upon  
7 completion of a training session, to access an online  
8 address corresponding to an associated simulator.  
9
- 10 12) The method of training a user of Claim 8 further  
11 comprising the step of providing a visual simulation of  
12 self-service kiosk peripherals other than a display.  
13
- 14 13) A method of training a user of a self-service kiosk, the  
15 method comprising the steps of:  
16  
17 providing a self-service kiosk for providing a service  
18 to a user;  
19  
20 on or adjacent to the self-service kiosk, providing the  
21 address of an online simulator; and  
22  
23 providing at said address an online simulator simulating  
24 the function of said self-service kiosk.  
25
- 26 14) The method of training a user of Claim 13 wherein said  
27 service to a user requires said user to enter  
28 information or make selections relating to the services  
29 provided.  
30

1 15) The method of training a user of Claim 14 wherein said  
2 information is provided by said user entering  
3 information in a predetermined format in one or more  
4 fields.

5  
6 16) The method of training a user of Claim 14 wherein said  
7 information is provided or selections are made by said  
8 user selecting from one or more options as provided by  
9 the simulator.

10  
11 17) The method of training a user of Claim 13 wherein said  
12 address of the online training facility is provided by a  
13 removable printed document.

14  
15 18) The method of training a user of Claim 17 wherein said  
16 removable printed document is a business card.

17  
18 19) The method of training a user of Claim 17 wherein said  
19 removable printed document is a receipt printed when  
20 required by said self-service kiosk.

21  
22 19) The method of training a user of Claim 13 further  
23 comprising the step of providing a visual simulation of  
24 self-service kiosk peripherals other than a display.